Comprehensive Web Application Localization including User Interface, Documentation and Online HELP

Web Application Spanish Language Localization including translation of user interface and desktop publishing of user manuals and online HELP for a Web-enabled crisis information management system.

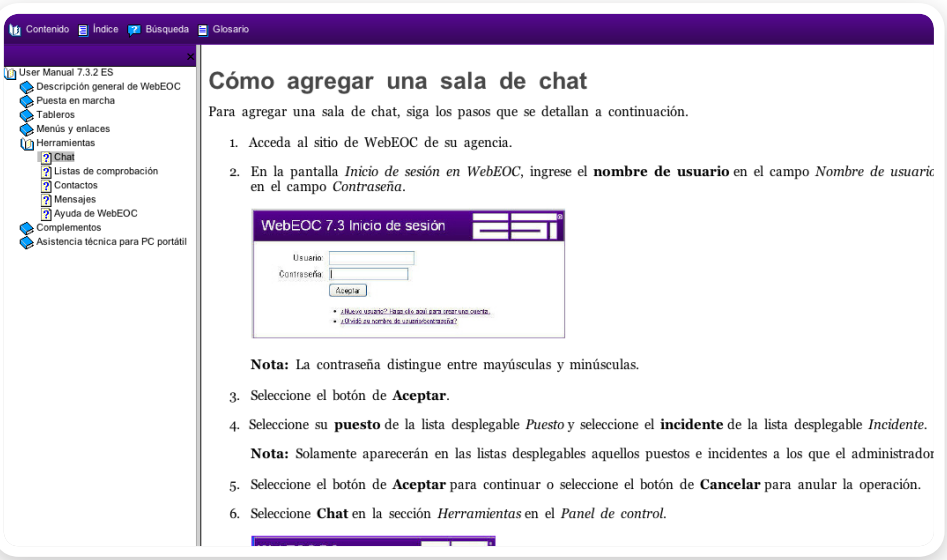
Languages: English, Spanish

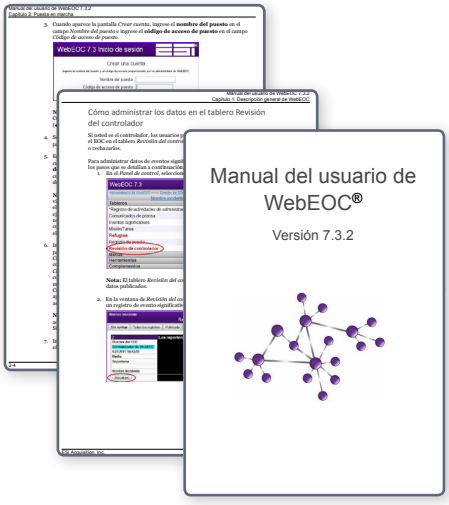
Tools: Trados
TagEditor
Adobe® Technical Communications Suite including FrameMaker® V10 and RoboHelp® V9

About the Project

The ESi® software development team and technical documentation group worked with Globalization Partners International (GPI) to localize their highly technical Web-enabled crisis information management system (CIMS) software WebEOC®, WebEOC® Mapper Professional, and ESiWebFUSION™.

The project included user interface localization, testing and desktop publishing of User Manuals and Online HELP into Spanish.


Contenido
Índice
Búsqueda
Glosario
User Manual 7.3.2 ES
Descripción general de WebEOC
Puesta en marcha
Tableros
Menús y enlaces
Herramientas
Chat
Listas de comprobación
Contactos
Mensajes
Ayuda de WebEOC
Complementos
Asistencia técnica para PC portátil
Cómo agregar una sala de chat
Para agregar una sala de chat, siga los pasos que se detallan a continuación.
1. Acceda al sitio de WebEOC de su agencia.
2. En la pantalla Inicio de sesión en WebEOC, ingrese el nombre de usuario en el campo Nombre de usuario en el campo Contraseña.
WebEOC 7.3 Inicio de sesión
Usuario:
Contraseña:
Aceptar
Nota: La contraseña distingue entre mayúsculas y minúsculas.
3. Seleccione el botón de Aceptar.
4. Seleccione su puesto de la lista desplegable Puesto y seleccione el incidente de la lista desplegable Incidente.
Nota: Solamente aparecerán en las listas desplegables aquellos puestos e incidentes a los que el administrador
5. Seleccione el botón de Aceptar para continuar o seleccione el botón de Cancelar para anular la operación.
6. Seleccione Chat en la sección Herramientas en el Panel de control.



The services included:

- Glossary Development
- Translation and Editing
- UI Resource File Localization
- English Source Documentation & Template Review & Optimization
- Desktop Publishing in FrameMaker®
- Online HELP Authoring and Publishing in RoboHelp®
- QA for Documentation and Online HELP
- Online QA for UI
- Post Project Evaluation

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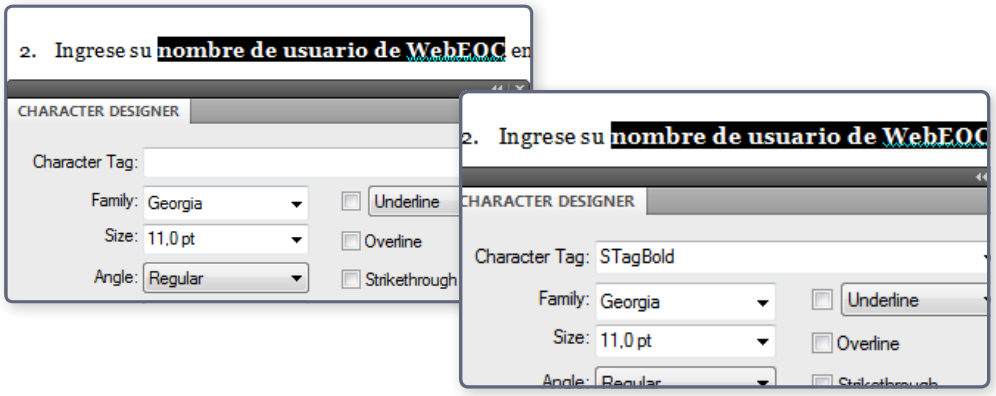
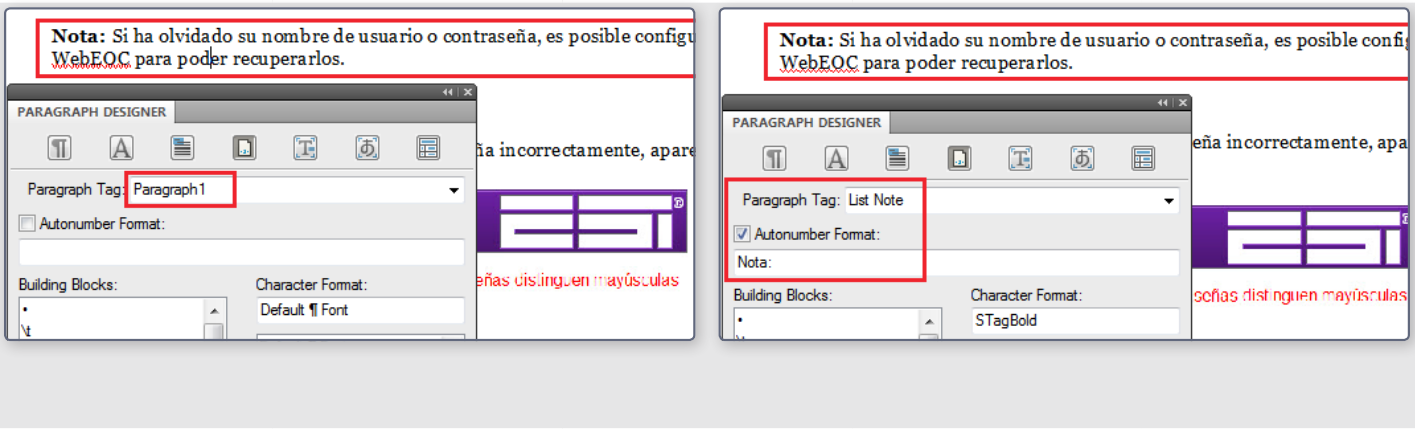
English Source Documentation & Template Review & Optimization:

During the Desktop Publishing (DTP) phase GPI provided ongoing client support and applied best practices to streamline and optimize the authoring and publishing process. Some optimizations included addressing character styles, file naming policy and standardization, especially regarding graphics and defining paragraph tags allowing for the "Update All" function to be applied per paragraph style.



Methodology for producing RoboHelp® files from FrameMaker®				
Create a template in RoboHelp®.	Create a test book with chapters published to WebHelp in RoboHelp® from FrameMaker® to view the default styles that RoboHelp® assigns.	Customize and refine the template mapping FrameMaker® paragraph tags to the styles available in RoboHelp®.	Once the RoboHelp® template is established, the source FrameMaker® book/chapters are linked to the project in RoboHelp®.	In RoboHelp®, certain elements (paragraphs) may be specified to create a separate HTML (or other format) file.
WebHelp files produced from RoboHelp® have simple, logical directory structure, with one directory being created for each FrameMaker® chapter in a book.	A simple command in FrameMaker®, File->Publish, allows an automatic update of the RoboHelp® WebHelp (or other format) files whenever edits have been made in FrameMaker®.	Notification within FrameMaker® or RoboHelp® will indicate if the files are "out of synch."	Note: There may be some slight modification for RoboHelp® templates used with some non-western languages to ensure proper display.	Post-translation edits and corrections would only take place in FrameMaker® files. The WebHelp files in RoboHelp® will be updated automatically to reflect edits from FrameMaker® with the "publish" command in FrameMaker®.



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Results

Translations into Spanish	DTP of Manuals using FrameMaker®	Publishing of Online Help with RoboHelp®
The localized application, associated manuals and online HELP were reviewed and approved by both ESi and their end clients based in Latin America. The documentation has been used successfully for training and deployment of emergency management applications. Localizing the application and documentation has allowed ESi to offer their suite of Crisis Information Management Applications to Spanish speaking locales worldwide.	By applying Best Practices and optimizing the English source User Manual when desktop publishing in FM 10, GPI helped with creation and consistent application of character styles and defined paragraph tags, streamlining file naming conventions and graphics file management. These types of process improvements in regards to template creation will allow ESI future savings of up to 25% in total localization costs and a time savings of a minimum of 2 weeks production time on any future localization and desktop publishing efforts on WebEOC, WebEOC Mapper Professional, and ESiWebFUSION manuals in other languages.	GPI worked with RoboHelp® and applied Best Practices in creating single FrameMaker® to RoboHelp® output in English and Spanish. GPI was able to speed up turn-around times by providing samples for approval prior to the main production effort. Using the combination of FrameMaker® and RoboHelp® enabled a more stable and dependable process than using a stand-alone product would have achieved, as all changes other than the Help appearance and structure were kept in the primary FM files.

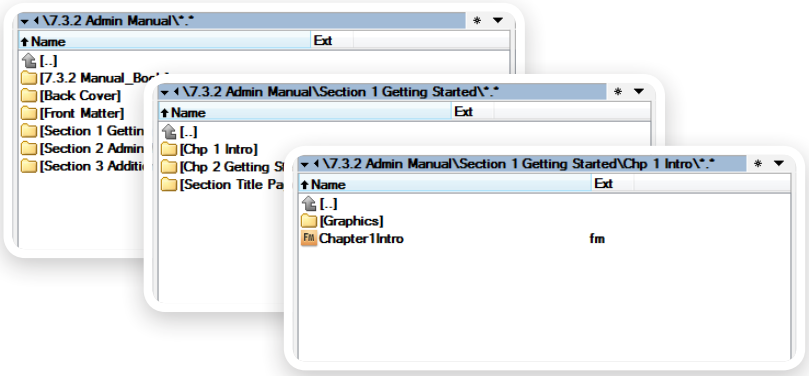
Post Project Evaluation Report (PPE)

GPI worked with ESi's team and provided comprehensive translation project management throughout the project's duration from a project kick-off meeting through a post project evaluation (PPE). PPE's are an important part of all projects in order to capture and document any process improvement items so they can be put into practice on all future projects helping achieve even better ROI. PPE items included:

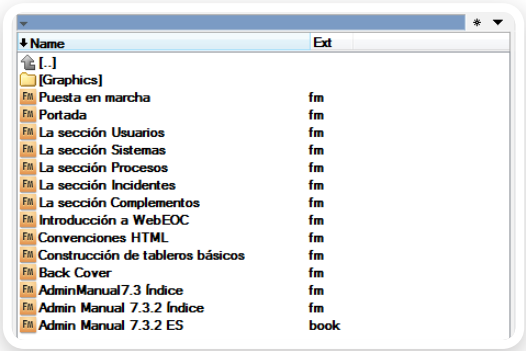
Agenda

- Intro to ESI/GPI team on call
- Recap general project scope/specs
- Issues/Open Items
- Process Improvement
- Lessons learned/next steps
- Conclusion

**Applying the best practices for utilization of Adobe's TechComm Suite, ESi and GPI achieved savings of 30% on overall project costs AND estimated 6 weeks off delivery time.*



FrameMaker® files: Old folder structure



FrameMaker® files: New folder structure

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GPI helps companies communicate and conduct business in any language and in any locale. We do this by providing an array of translation services including:

- Translation and Copy Writing
- Multilingual Desktop Publishing
- Multilingual Web Design/Development/Deployment (W3D)
- Software Localization
- Website Localization
- Interpretation
- Global Search Engine Optimization (SEO)

GPI has comprehensive experience using the Adobe® Technical Communication Suite (TCS) to produce multilingual content. TCS is a great way to economize on document translation and HELP file translation projects. FrameMaker®, RoboHelp® and Acrobat® Professional are seamlessly integrated to reduce steps for publishing to print, PDF, WebHelp or even ePUB output formats.

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ESi is a global leader in crisis information management technology. ESi pioneered the market with WebEOC®, the world's first Web-enabled emergency management communications system. Based in Augusta, GA, ESi connects crisis response teams and decision makers at national, state and local agencies, healthcare providers, airlines and corporations worldwide, providing access to real-time information for a common operating picture during an event or daily operations. ESi offers a range of software products that are used at federal agencies within the DOD, DOE, DHS, DHHS, EPA and NASA; 36 state-level agencies, plus Washington, D.C., the U.S. Virgin Islands and over 500 county and municipal EOCs; hospitals; domestic and international airlines; public utilities; nuclear power facilities; universities and corporations worldwide.

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Adobe® Technical Communication Suite 3.5 is a complete single-source authoring toolkit with multichannel, multidevice publishing capabilities. Develop standards-compliant content with Adobe® FrameMaker® 10 software, publish in various formats with Adobe® RoboHelp® 9 software and Adobe® Captivate® 5.5 workflows, collaborate with reviewable PDF files, incorporate images using Adobe® Photoshop® CS5, and add demos and simulations using Adobe® Captivate® 5.5.

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